



Vetrasso® 10-Year Limited Residential Warranty

Vetrasso, LLC, manufacturer of Vetrasso® surface products, will warrant to the original purchaser of installed Vetrasso surface products for a period of ten (10) years from the original date of installation that the surface products will be free from manufacturing defects, provided the surface products are fabricated and installed by a Certified Vetrasso Fabricator. A list of Certified Vetrasso Fabricators can be obtained by calling Vetrasso, LLC at 510-234-5550. This warranty covers the repair or replacement of the failed surface product that has been permanently installed in a single-family residence. This warranty includes labor charges necessary to directly repair or replace the product covered by this warranty.

The Residential Limited 10-year warranty is available only to the owner of a single-family residence in which the surface product is originally installed or his/her assignee (see Term "G"), or in the case of a newly constructed single family residence, to the first owner acquiring the residence from the builder thereof with the surface product already permanently installed.

Terms and Conditions

- A. This warranty applies only to Vetrasso surface products.
- B. This warranty applies only to installations that are permanently installed in residences and that have not been moved from original installations.
- C. This warranty does not cover surface products that have not been paid for in full.
- D. This warranty only applies to surface products that have been maintained according to the Vetrasso Use & Care Guide provided at the time of installation or available on the www.vetrasso.com website.
- E. To request service under this warranty you must contact the entity from which you purchased Vetrasso or contact the Warranty Administrator at Vetrasso, LLC directly at 510-234-5550, selecting Customer Service.
- F. You **must register your Vetrasso product warranty** online at www.vetrasso.com within ninety (90) days of the original installation or this warranty shall not apply. You must agree to cooperate with Vetrasso, LLC or its authorized agents in the inspection of the product and assist us in efforts to perform our obligations under this warranty.
- G. This warranty is transferable during the warranty period to any subsequent owner of the residence in which the surface product was originally installed, provided the original purchaser provides in writing to Vetrasso, LLC the name of the new owner and contact information within ninety (90) days of the transfer. Under no circumstances will this warranty exceed ten (10) years from the original date of installation.
- H. All decisions regarding this warranty are at the sole discretion of Vetrasso, LLC and will be communicated to the end user promptly.

Exclusions

1. This warranty does not cover use for commercial purposes.
2. Routine maintenance and minor conditions such as stains, acid etching and water spots that are a function of proper care and maintenance and which may be corrected by following the techniques specified in the Use and Care Guide are not covered.



Vetrazzo® 10-Year Limited Residential Warranty

3. Aesthetic variations in color, glass aggregate particle size and glass aggregate distribution are expected with the use of recycled materials and are not considered a product defect and are thus excluded from this warranty. Vetrazzo, LLC strongly encourages purchasers to approve their selected Vetrazzo panel prior to fabrication.
4. This warranty does not cover improper use or abuse. "Improper use or abuse" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, and damage from improper care and maintenance. Please note that abusive treatment to product edging may result in chipping and displacement of glass aggregate. This is not considered a product defect and can usually be repaired by a Certified Vetrazzo Fabricator at the customer's cost.
5. This warranty is only valid if the surface product was purchased from an Authorized Vetrazzo Reseller and installed by a Certified Vetrazzo Fabricator.
6. This warranty does not cover failures due to fabricators not following the prescribed fabrication and installation procedures as outlined by Vetrazzo, LLC. **Improper fabrication or installation is the responsibility of the fabricator/installer, not Vetrazzo, LLC.**
7. This warranty does not cover seam appearance or seam performance.
8. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, etc. that may be necessary to repair or replace the Vetrazzo product covered by this limited warranty.
9. Vetrazzo, LLC is not responsible for damage or injury caused in whole or part by acts of God, job site conditions, architectural or engineering design, structural movement, acts of vandalism or accidents.
10. This warranty does not cover products installed with known or visible manufacturing defects at time of installation, including but not limited to color variance or flatness deviation beyond defined tolerances.

General Limitations

Vetrazzo, LLC's obligation under the Residential Limited 10-Year Warranty is limited solely to the direct repair or replacement of the failed surface product. Such repair or replacement, however, shall not include the performance of any other repairs or modifications that may be necessary to achieve the actual repair or replacement of the failed surface product (such as, for example, any plumbing, electrical, tile or wall surfacing repairs or modifications). Such other repairs and modifications shall be the responsibility of the customer. If Vetrazzo, LLC determines the likelihood of failure reoccurrence to be high, Vetrazzo, LLC retains the option to refund the original purchase price or to offer a buy-out financial settlement for the fabricated surface product and/or installation thereof paid by the customer in full and final satisfaction of its warranty obligation hereunder.

In order to obtain service under this limited warranty, you must permit your Certified Vetrazzo Fabricator or Vetrazzo, LLC's authorized agents to inspect your Vetrazzo surface product at your residence. Also, you must reasonably cooperate with your fabricator and Vetrazzo, LLC's agents in the efforts to service this limited warranty.

Except to the extent expressly stated herein or otherwise required by applicable law, Vetrazzo, LLC disclaims all warranties and representations, expressed or implied, statutory or otherwise, including



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without limitation, any implied or expressed warranties of non-infringement of third party rights, satisfactory quality, merchantability or fitness for a particular purpose, and Vetrasso, LLC shall not be responsible or liable, in either contract or tort, and whether or not Vetrasso, LLC has been advised of the possibility of such loss or damage, for any loss or damage, including, without limitation, direct, indirect, special, consequential or incidental damages, arising out of the inability to use or delays in installation of, or repairs to the surface products manufactured by Vetrasso, LLC.

This is the only residential warranty offered by Vetrasso, LLC for its surface products. No one other than Vetrasso, LLC is authorized to make any warranty promise with respect to Vetrasso surface products.